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CONFIRMATION NO. 4453

SERIAL NUMBER	FILING or 371(c) DATE	CLASS	GROUP ART UNIT	ATTORNEY DOCKET NO.	
10/741,519	12/19/2003	704	2614	920673-95341	
RULE					
APPLICANTS Michael O'Keeffe, Galway, IRELAND; Liam Loftus, Galway, IRELAND;					
** CONTINUING DATA *****					
** FOREIGN APPLICATIONS *****					
** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/30/2004					
Foreign Priority claimed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 35 USC 119(a-d) conditions met <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Verified and Acknowledged <u>/GERALD GAUTHIER/</u> Examiner's Signature	<input type="checkbox"/> Met after Allowance Initials	STATE OR COUNTRY IRELAND	SHEETS DRAWINGS 3	TOTAL CLAIMS 40	INDEPENDENT CLAIMS 15
ADDRESS BARNES & THORNBURG LLP P.O. BOX 2786 CHICAGO, IL 60690-2786 UNITED STATES					
TITLE Providing user information and control over a contact within a contact centre					
FILING FEE RECEIVED 2922	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees			
		<input type="checkbox"/> 1.16 Fees (Filing)			
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)			
		<input type="checkbox"/> 1.18 Fees (Issue)			
		<input type="checkbox"/> Other _____			
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